



One of the most important assets of Nexus Management that allows us to offer superior pro-active support services to our customers is NexMon - our Network Monitoring Service.

NexMon is a powerful Web-based monitoring platform, simplifying the management of networks and servers. It features tests to notify administrators and/or Nexus engineers when defined events occur.

This facilitates proactive problem resolution and prevents critical outages. With NexMon not only can our engineers monitor the status of your I.T systems, you can visually assess the health of your network through a web interface.

An intuitive colour-coded representation allows the timely identification of those devices and resources need immediate attention.

NexMon is the foundation upon which our ability to manage servers and network devices is based. Once deployed we can troubleshoot and resolve issues before they negatively impact business processes.

NexMon is able to monitor virtually any network device regardless of where it is physically located. If it has an IP address it can be monitored. The product supports all common Operating Systems (OS), including Windows, UNIX and Linux.

Our sophisticated Notification system based on time of day, machine or failed tests, is available for you to utilise.

A portal for clients is available on our web site to monitor the status of your IT infrastructure in real time. Historical information about status changes is stored and can be used to generate availability and service level agreement (SLA) reports. NMS functions 24/7 and cycles all systems on your Network every 5 minutes.

Network devices are supported by the Nexus Management Help Desk and Engineering Staff if we are managing these devices and action is taken 24/7/365, ensuring maximum uptime.

Highlights of NexMon

Our Cost - Not Yours - Nexus Management believes that the NexMon solution is fundamental to the provision of pro-active support and maintenance services to our customers. We will not charge our customers extra for NexMon but include it as part of our commitment to you.

Notification - NexMon can be configured to monitor an extensive number of network and server events. The notification of these events is the most important element of the process. NexMon Notification will automatically notify designated contacts. Custom rules govern who is to be contacted, during what time schedule, for what device, and for what error. It has the ability to escalate the problem to a next level of contact if an alert is not acknowledged in a timely manner

Reporting - All statistical data gathered by the system during its 5 minute cycles can be correlated to offer extensive reporting on your systems either for use by your own MIS systems or by Nexus Management to analyse root cause of an given issue.

Risk Reduction - Constant monitoring of your servers and network infrastructure ensures that we are immediately aware of any impending issues such as processor load or disk usage before they become real issues, which in turn can reduce operating costs.

The Bottom Line:

Nexus Management recognises the absolute necessity that in the event of a failure we must be able to respond in a timely manner. However, more importantly we should be able to anticipate and identify potential I.T. problems before they occur and impact your business. NexMon provides us with the insight into your system to ensure that we are always one step ahead.

More Solutions from Nexus Management:

NexMail

Cost Saving hosted Exchange 2003 solution. Bringing you all the benefits of Exchange 2003 with a fraction of the investment.

NexVR

An appliance-based solution that provides cost-effective call recording for Call Centres and Businesses alike. Includes simple call retrieval mechanisms.

NexPro

Let us take control of your IT support and maintenance with fixed cost services allowing you to focus on your business.

NexVault

Forget backup tapes once and for all - let us take complete control of your data backups. All your data is backed up efficiently, securely and without any interaction from you.

For further information on any of the products and services available from Nexus Management, please contact us by:

telephone -
0844 562 0487

e-mail -
info@nexusmgmt.co.uk

NexMon Summary:

24/7/365 monitoring of your network included in the core NexPro service at no additional cost.

Extensive TCP/UDP Testing including:

- Connectivity via PING.
- CPU Utilisation
- Disk Space Utilisation
- DNS lookups
- HTTP/HTTPS
- OS specific System Messages
- POP3 and SMTP
- Telnet.
- OS Specific Processes
- NT/W2K Services
- NNTP
- LDAP
- SMB
- SSH
- FTP
- MRTG
- Exchange Monitor
- VNC

Reporting features allow you to look at each event on the system and analyse these and look at the number of errors contributing to a problem.

NexMon is able to monitor almost anything in your network. The product supports all common operating systems, including Windows, UNIX and Linux. Our sophisticated Notification system based on time of day, machine or failed tests, is available for you to utilise.

Web-based Customer dashboard provides a window on the network for you or any internal I.T. function.

NexMon will also monitor your Internet connection and we will contact your ISP on your behalf in the event that your xDSL connection becomes unavailable removing this administrative overhead for you.

Although, the NexMon service is incorporated at no extra cost with our NexPro Support and Maintenance service, we can also provide it as a stand alone service allowing your IT staff to be much more proactive.



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